

#### 1.4.1.1 Referrals

Referrals may be made at the time of application (prior to processing the EA application) to address immediate needs or at any time during the EA application process, including during a payment delay. Potential referrals include but are not limited to:

- W-2 emergency payments for W-2 participants awaiting a first W-2 payment (see [W-2 Manual 19.1](#));
- Wisconsin Home Energy Assistance Program (WHEAP);
- Counseling;
- Securing family shelter funded through other assistance programs;
- General housing resources;
- Budgeting classes;
- Wisconsin Shares child care; and
- Other resources such as FoodShare, Medicaid/BadgerCare, W-2, and other local services.

No change to the remainder of 1.4.1.1

#### 1.4.1.2 Case Management

The purpose of case management activities is to help an EA Group avoid eviction or foreclosure, secure housing, and/or assist the EA Group with resources to resolving the emergency situation. These services may be particularly important for applicants who apply for EA year after year, are having difficulty finding housing, and for applicants who or are found ineligible for EA.

No change to the remainder of 1.4.1.2

#### 5.4.2 Payment Delay due to New Housing Not Yet Obtained

When an EA Group qualifies for a payment delay because the group is moving to new permanent housing but has not yet obtained new housing, the group has 30 60 calendar days from the date the W-2 agency determines the group is eligible for a payment delay to find new housing.

When the applicant notifies the W-2 agency that he or she has found new permanent housing after qualifying for a payment delay, the W-2 agency must update the application status in WWP to "Approved" and include the amount of the approved payment amount. The agency must issue a payment within 5 working days of the date the EA Group notifies the W-2 agency that a permanent living arrangement has been obtained.

If the group is not able to find housing within the 30 60 calendar days timeframe, the group can request receive an additional 30 60 calendar days to find housing. If the applicant has not

already contacted the W-2 agency to request additional time, the agency must contact the applicant before the initial 60-day deadline to:

1. Discuss if they are still looking for new permanent housing and need the additional 60 days to continue searching; and
2. Offer resources and discuss possible referrals the W-2 agency deems appropriate to assist the applicant in their search for housing.

If the applicant contacts the W-2 agency to request requires an additional 30 60-day payment delay, the W-2 agency must update the application status reason in WWP to generate a new notice with the new payment delay timeframe.

If the W-2 agency is unable to reach the applicant prior to the status deadline after varied contact attempts including phone calls, e-mail, text message, etc. over several days, the worker must still update the application status reason in WWP to provide the additional 60 days to continue searching for housing. Contact attempts with the applicant must be clearly documented and detailed specifically in PIN comments.

If the applicant did not find housing within either the 30 60 calendar day timeframe or the additional 30 60 calendar days, the W-2 agency must update the application status to "Denied".

**EXAMPLE 1:** Harriet applied for EA on November 5th. Within five working days of her application, the W-2 agency verified nonfinancial and financial eligibility criteria and determined that Harriet was eligible for EA due to impending homelessness. At the time of application, Harriet informed the W-2 agency that she had not yet found new permanent housing. Harriet qualifies for a payment delay and has 30 60 days to find housing and inform the agency. On November 20th, Harriet contacted the W-2 agency to give them the name and address of her new housing. The W-2 agency verified the housing arrangement with the landlord and a payment was issued to the landlord on November 22nd.

**EXAMPLE 2:** James applied for EA on May 15th. Within five working days of his application, the W-2 agency verified nonfinancial and financial eligibility and James was found eligible for EA due to homelessness. When James applied for EA, he provided the W-2 agency with the name and address of his new landlord. As James was able to provide the name and address of his landlord at the time of application, a payment delay does not apply. The W-2 agency verified the housing arrangement with the landlord and a payment in the form of a check was sent to the landlord on May 22nd, within five working days of the application date.

**EXAMPLE 3:** Kim applied for EA on September 14th and was found eligible on September 16th. It was determined that she qualified for a payment delay to search for new permanent housing. By November 9th, Kim had not contacted the W-2 agency to inform the agency of new permanent housing. The EA worker attempted to contact Kim various times throughout the week via phone and e-mail to check in on her housing search status and offer resources and discuss possible referrals that may help her search. The W-2 agency was unable to reach Kim despite multiple contact attempts. On November 15th, the EA worker updated the

application status reason to “Payment Delay (No New Housing Additional 60 days)” and documented the specific types of contact and number of attempts in PIN comments in WWP. On November 26th, Kim contacted her EA worker with the information about new housing she secured. The W-2 agency proceeded to verify the housing arrangement and issue payment.

#### 5.4.3 Payment Delay due to Lack of Verification that Eviction or Foreclosure Will Not Proceed

An EA Group qualifies for a payment delay when the group:

1. Is facing impending homelessness due to a financial crisis and has received a notice to terminate tenancy; and
2. The agency has not verified that the landlord, bank, or local government that issued the notice agrees not to proceed with the eviction or foreclosure if the payment is issued.

Within five working days after verifying that the landlord, bank, or local government agency that issued the notice agrees not to proceed with the eviction or foreclosure if the payment is issued, the W-2 agency must issue the payment and update the application status to “Approved” in WWP. The W-2 agency may receive the confirmation verbally or in writing. (See [4.3.1](#))

If the landlord, bank, or local government is unresponsive or unwilling to stop the eviction or foreclosure process, the W-2 agency must inform the applicant of the option to move to new permanent housing. If the applicant chooses to pursue new housing, then a new payment delay to search for permanent housing would apply. (See [5.4.2](#))

**EXAMPLE 1:** Mary applied for EA on October 8th as she had received an eviction notice from her landlord for non-payment of rent. Within five working days of her application, the W-2 agency verified nonfinancial and financial eligibility and Mary was found eligible for EA due to impending homelessness. The W-2 agency requested that Mary inform her landlord that a payment was available if the landlord agreed not to proceed with the eviction. Mary’s landlord called the W-2 agency and verbally confirmed that he would not proceed with the eviction. The W-2 agency then issued the payment to Mary’s landlord. The W-2 agency mailed a cover letter to Mary’s landlord to confirm that upon receipt of the payment, the landlord would not proceed with evicting Mary.

**EXAMPLE 2:** Joe applied for EA on January 20th after receiving an eviction notice from his landlord for non-payment of rent. Within five working days of his application, the W-2 agency found him eligible for EA due to impending homelessness but was unable to confirm with his landlord that they agree not to proceed with the eviction. The EA worker submitted his application in “Pending – No Confirmation from Current Landlord” status. After multiple attempts of contacting an unresponsive landlord, the EA worker advised Joe of his option to move to new permanent housing, which he agreed he was going to proceed with. The EA worker changed the application status to “Pending – No New Housing Initial ~~30~~ 60 days” to generate a new notice and start the 30 60-day timeframe for Joe to search for new housing.